



THE 1st INFANTRY DIVISION & FORT RILEY

COVID-19 RESPONSE

Commander's Frequently Asked Questions

As of 1630, 25 MAR 2020

NEW AND UPDATED INFORMATION HIGHLIGHTED IN YELLOW!

Dear Community Members,

There are no known COVID-19 cases on Fort Riley.

The global COVID-19 pandemic represents a public health emergency. We must take prudent precautions now to prepare for and prevent the spread of the virus, preserve readiness, and protect the thousands of Soldiers, Airmen, Department of the Army Civilians, Families, and communities in which we live. In the Commanding General's letter dated, 15 March 2020, he detailed the rationale behind measures we are taking in response to COVID-19. We intend to use these Frequently Asked Questions to provide regularly updated information about the current status on Fort Riley. The Division and installation staffs will update it daily and make it available via the chain of command and social media.

Every day, we are receiving your comments and concerns through the chain of command, social media, and our virtual town hall meeting. The Commanding General has not taken these actions without careful consideration and a deep understanding of the impacts on each Soldier or Family Member that calls Fort Riley home. As conditions change, we will reevaluate these measures and implement appropriate adjustments.

FACEBOOK SITES

<https://www.facebook.com/1stInfantryDivision/>
<https://www.facebook.com/FortRiley/>
<https://www.facebook.com/IrwinArmyCommunityHospital/>

IRWIN ARMY COMMUNITY HOSPITAL COVID-19 HOTLINE

(785) 239-DOCS, Option 7
Staffed by medical professionals daily from 0600-2200.

TRICARE MEDICAL ASSISTANCE

(800) TRICARE or [tricareonline.com](https://www.tricareonline.com)

ARMY PUBLIC HEALTH COVID-19 HOTLINE

(800) 984-8523

FORT RILEY PUBLIC HEALTH

The COVID-19 recorded message information line provides a daily update of the number of positive cases in Kansas.
(785) 240-4358

Next Fort Riley Virtual Town Hall: 5:30 p.m., March 25, streamed via Facebook Live on Fort Riley's Facebook page.

STAFF DUTY CONTACTS



1st ABCT Staff Duty
785-239-0568



2nd ABCT Staff Duty
785-239-4002



1st CAB Staff Duty
785-239-6565



1st SUS Staff Duty
785-240-2206



DIVARTY Staff Duty
785-239-4666



97th MP Staff Duty
(785) 239-2117

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HPCON Level

Due to the rapidly changing status of COVID-19, Fort Riley is now at Health Protection Condition (HPCON) Charlie. Fort Riley is taking actions consistent with HPCON-Charlie to protect the health of its Service Members, Families and surrounding communities.

Limiting access to the installation and some services is a measure intended to slow down the spread of COVID-19, and to support the protection of your health.

Specific changes to installation access and services will be announced soon.

PREVENT THE SPREAD—DO YOUR PART

Symptoms of COVID-19 include: fever, cough, and shortness of breath. If you or any family member feel sick, stay home! Call (785) 239-DOCS or 1-800-TRICARE or your health care provider. Keep your supervisor and the chain of command informed—they're here to help!

You can be contagious before you show symptoms so do the following to protect yourself and others: frequently wash your hands, avoid close contact (maintain a buffer), do not shake hands, cover coughs and sneezes, frequently clean touched objects and surfaces, and avoid touching your eyes, nose, and/or mouth.

Hand washing stations are set up across Fort Riley: use them! Hand washing is mandatory before entering public facilities on post. Leaders will make on-the-spot corrections if they observe military members not using the hand washing stations.

ARMY EMERGENCY RELIEF

All COVID-19 AER requests for Active Duty Soldiers will be routed through the Chain of Command for involvement and concurrence. Due to the seriousness and sensitivity of these type cases, Chain of Command involvement is a must. Company Commanders and First Sergeants must be directly involved in cases related to the "health and well-being" of Soldiers and Families who have tested positive for COVID-19, those who are quarantined or under observation and those who have been impacted by the Stop movement order and are without the basic necessities.

Routine requests for Active Duty Soldiers (non COVID-19 requests) will follow the existing Direct Access guidelines for assistance case processing. If eligible for Direct Access, no COC involvement required; if not eligible for Direct Access, COC involvement is required.

COVID-19 and routine (non-COVID-19) requests for Retired Soldiers, Survivors and Eligible Family members when the Sponsor is geographically unavailable with SPOA, will be processed under normal AER application processing guidelines.

For more information visit <https://www.armyemergencyrelief.org/>

IRWIN ARMY COMMUNITY HOSPITAL

As of 23 MARCH, staff can only enter the hospital through the Main Entrance (by the flag pole) access point. All staff and patients will be screened before entry into the facility.

- The "ground floor" of the parking structure will be off limits to everyone. (It will be blocked off Saturday at 2200hrs.)
- The top and middle floor will still be open to patients ONLY. Staff may park in Lots A, B, G, or H.

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- Main entrance will have two access lines, one each for patients and staff.

Please be patient with the screeners at the entrances!

QUARANTINE & ISOLATION REQUIREMENTS

There is still a mandatory 14-day quarantine for any service member that has traveled outside the United States or to high-risk areas within the United States (as designated by the CDC and KDHE) in the last 14 days or come in contact with somebody that tested positive for COVID-19. The same restrictions are encouraged for family members that meet the same criteria.

Quarantine vs. Isolation. Some are using the two terms interchangeably, but there is a difference.

- Quarantine separates and restricts the movement of people who have potentially been exposed to a communicable disease but do not have symptoms.
- Isolation is the physical segregation of a person suspected of having an infection or illness. This includes an individual who has symptoms and is pending confirmatory test results or a confirmed diagnosis of, an infectious disease.

Commanders will provide immediate written notice to all Soldiers arriving from a CDC Designated High Risk Country that they are subject to quarantine. This Notice of Quarantine will be issued by a commander in the chain of command and every Soldier will acknowledge receipt by signing the written notice. Commands will retain the original Soldier signed notice and provide each Soldier a copy of the Notice of Quarantine.

REGIONALLY IMPOSED (STATE/COUNTY) MOVEMENT RESTRICTIONS

The Kansas City Metro Area (including Johnson and Wyandotte counties) will be in stay-at-home status effective Tuesday, March 24, 2020. Fort Riley personnel conducting approved there-and-back travel (such as medical appointments) must be aware of these restrictions and comply with civil authorities. For additional information:

<https://www.jocogov.org/coronavirus-covid-19-update>

Riley and Geary counties have banned mass gatherings. All Fort Riley personnel must comply with civil authorities while in those counties. The following may be open during a mass gathering ban: grocery stores, pharmacies, drive-through windows, carry out services, daycare facilities, state, local and federal government offices, and religious gatherings, funeral/memorial services, which should ensure appropriate social distancing of at least 6 feet between people. Locations more than likely closed: bars, gyms/fitness centers, hair salons, massage therapy establishments, movie theaters, pools, playgrounds, museums, bowling alleys and auditoriums. For additional information:

Geary County: <https://www.gearycounty.org/CivicAlerts.aspx?AID=49>

Riley County: <https://www.rileycountyks.gov/AlertCenter.aspx?AID=Riley-County-Department-Closure-Informat-241>

In addition to CDC Recommendations, KDHE is now mandating 14-day home quarantine for Kansans who have:

- Traveled to a state with known widespread community transmission (currently California, , Florida, Illinois, New Jersey, New York, and Washington State) on or after March 15.

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- Visited Eagle, Summit, Pitkin and Gunnison counties in Colorado in the week of March 8 or after.
- Traveled on a cruise ship or river cruise on or after March 15.
 - People who have previously been told by Public Health to quarantine because of their cruise ship travel should finish out their quarantine.
- Traveled internationally on or after March 15.
 - People who have previously been told by Public Health to quarantine because of their international travel to China, South Korea, Japan, Italy and Iran should finish out their quarantine.
- Received notification from public health officials (state or local) that you are a close contact of a laboratory-confirmed case of COVID-19. You should quarantine at home for 14 days since your last contact with the case. (A close contact is defined as someone who has been closer than 6 feet for more than 10 minutes while the patient is symptomatic.)

Additionally, on 24 MAR, the Commanding General, 1st Infantry Division and Fort Riley, directed 14-day ROM for active duty members returning from Colorado.

COVID-19 TESTING

From Kansas Department of Health and Environment, 18 MAR: “Individuals who have mild symptoms should not expect to be tested at this time. Testing needs to be prioritized to the sickest patients who are seriously ill and require admission to the hospital. Excessive testing of patients with minor symptoms may put too much strain on laboratories and hospital resources. Since there is no treatment currently for COVID-19 testing patients with mild illness needs to be a lower priority.”

SCHOOLS

USD 383: Closed for remainder of school year per order of Governor Kelly. The school district has grab-and-go lunches available for children; check the USD 383 Facebook page for pickup times and locations. For more information go to:

<https://www.usd383.org/>
<https://www.facebook.com/USD383/>
(785) 587-2000

USD 475 (includes the schools on Fort Riley): Closed for remainder of school year per order of Governor Kelly. USD 475 is also providing grab-and-go lunches; check the USD 475 Facebook page for pickup times and locations. For more information go to:

<http://www.usd475.org/>
<https://www.facebook.com/USD475/>
(785) 717-4000

CHILD DEVELOPMENT CENTERS

<https://www.facebook.com/RileyCYS/>
(785) 239-9885

Child Development Center services will be available for mission essential personnel and families with a service member deployed or at a combat training center rotation like the National Training Center, single military parents, and dual military couples with no child care.

CHILD AND YOUTH SERVICES

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COVID-19 Response Frequently Asked Questions

<https://www.facebook.com/RileyCYS/>
(785) 239-9885

Child and Youth Services has been directed to scale back its operating hours. The School Age and Teen centers are closed until further notice.

We are researching how to update payment adjustments for parents whose children are not in CYS due to the reduced operations.

We realize this creates a burden both on the parents and CYS employees. CYS employees should contact their supervisors if they have questions about their pay during this time period.

STOP MOVEMENT FOR DOMESTIC TRAVEL

The continuing spread of the COVID-19 necessitates immediate implementation of travel restrictions for domestic DOD travel. These restrictions are necessary to preserve force readiness, limit the continuing spread of the virus, and preserve the health and welfare of service members. Soldiers and Airmen assigned to Fort Riley will remain in the local area, defined as a 70-mile radius around Fort Riley. Commuting to and from your primary residence outside of the 70-mile radius is authorized, as is local movement in that area (e.g. groceries, pharmacy, etc).

In addition, DA Civilians and DA Family members whose transportation is government-funded, will stop movement. Fort Riley may continue local hiring, but only candidates within the local commuting area may onboard because of DOD's restriction on official domestic travel, which lasts through May 11th.

- **Fort Riley Transportation Office:**
(785) 239-MOVE (6683)

LEAVES AND PASSES

To limit the spread of COVID-19 and in accordance with DOD Policy dated 13 MAR 20, personal leave and passes are now restricted. The Commanding General, 1st Infantry Division and Fort Riley is the approval authority for return travel of service members already on leave when the restrictions took effect. These individuals may return to Fort Riley, however they must first obtain approval. Before return travel, service members must contact their chain of command for specific instructions and counseling. Their brigade or O-6 commander will then obtain the commanding general's approval to conduct travel.

Service members may take leave within the local area, defined as a 70 mile radius around Fort Riley. Those whose primary residence is more than 70 miles from Fort Riley may be on leave in that area.

The approval authority for local leave within a 70-mile radius is the requestor's brigade commander or O-6 commander. The 70-mile radius also applies to off-duty travel other than routine commuting, such as weekend passes. Same-day, out-and-back travel for appointments, trips to the airport, etc, outside the 70 miles also may be approved by the brigade or first O-6 in the chain of command.

The CG may approve local leave within a 71 to 250 mile radius. As of 18 MAR 20, the Commanding General, 1st Infantry Division and Fort Riley is the approval authority for emergency leaves.

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Ordinary leave in excess of 250 mile radius is not considered local and must be approved by the VCSA. This policy does not apply to non-military dependents.

TDY

As of 18 MAR 20, the Commanding General, 1st Infantry Division and Fort Riley is the approval authority for return travel of service members and DA civilians already in a TDY status on 16 MAR. These individuals may return to Fort Riley upon completion of their TDY, however they must first obtain approval. Before return travel, service members and DA civilians must contact their chain of command or supervisor for specific instructions. Their brigade, O-6 commander, or supervisor will then obtain the commanding general's approval to conduct travel. Allow sufficient time before return travel for the chain of command to obtain approval.

They should still be mindful of the health protection measures like social distancing and hand washing during their travels. Upon arrival at Fort Riley or their off-post residence, all travelers must contact the chain of command for screening and further guidance.

New TDYs must be approved by the Vice Chief of Staff of the Army.

All 1ID Soldiers returning from leave, pass or TDY immediately report to their unit staff duty desk upon arrival to FRKS. After completion of initial screening without meeting any COVID-19 symptoms, all Soldiers having been in a TDY status for over three weeks are directed to conduct 72-hours of self-quarantine and limit all social contact.

PCS

All stateside and overseas PCS moves are suspended. The exception is for those who have already signed out of the Fort Riley and begun a stateside PCS. Those service members may continue their travel on to their final destination. If you have shipped your household goods and/or terminated your lease, but haven't signed out of Fort Riley, your PCS move is on hold. If you have signed out of Fort Riley and not departed the United States for an overseas PCS move, then you will be directed to return back to Fort Riley regardless if your household goods have already shipped. Contact your chain of command for additional instructions and/or assistance.

- **TRAVEL ASSISTANCE: ARMY SERVICE CENTER**
(888) 276-9472

FORT RILEY LODGING ASSISTANCE FOR PCS SOLDIERS

IHG Army Hotels for on-post lodging Candlewood Suites on Fort Riley is committed to alleviate the financial burden of our service members who are affected by the "Remain-in-Place" order awaiting transportation to their new permanent duty stations.

Service members who present PCS orders upon check-in at the hotel will receive a daily room rate that is equal to the service members' basic allowance for housing.

Upon check in, the allowance will be divided by the number of days in the month to determine daily room rate. For example, an E-6 with dependents receives a monthly BAH allowance of \$1860.00. $\$1860 / 30 \text{ days} = \$62 \text{ daily room rate}$.

This price reduction cannot be granted retroactively.

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Service members currently staying at off-post lodging facilities may check with Candlewood Suites on Fort Riley at 785-560-3080 or <https://www.ihg.com/armyhotels/hotels/us/en/fort-riley/mflyd/hoteldetail> for availability and rates. Current vacancy rate is 60%; vacancy rate as of April 1 is 80%.

Candlewood Suites on Fort Riley is following CDC, corporate and local guidelines re: amenities and services until further notice.

ETS/UQR/RET

Soldiers on separation leave are not subject to the domestic travel ban and associated restrictions. However, they remain covered under TRICARE until their separation date, and should seek treatment if needed at approved medical facilities. Service members may proceed with shipment of household goods and out-processing.

Soldiers who are within 6 months of ETS and are desiring to remain in the Army due to the recent outbreak may voluntarily extend. Extensions will be in 3-month increments and will not exceed a cumulative total of 11 months. Any Soldier interested in such an extension should talk to their company commander and unit retention NCO.

SOLDIER FOR LIFE (SFL) – TRANSITION ASSISTANCE PROGRAM (TAP)

SFL-TAP continues to provide full services to transitioning service members; however, in conjunction with our partners, we have postponed the following events: The Junction City "KEEP" tour scheduled for 31 March and Employer Networking event scheduled for 6 April.

In all class rooms and work areas, we have increased our cleaning schedules and to accommodate social distancing we will conduct multiple classes, depending on size, to accommodate all our transitioning Soldiers

LEGAL SERVICES & TAX CENTER

<https://www.facebook.com/11Dlegal>

785-239-3117

Legal Assistance is provided by appointment only. Please call to schedule an appointment.

The Fort Riley Tax Center is continuing operations using drop-off services. Soldiers seeking tax services can sign-in at Building 7034 Bullard St., drop-off their tax documents, and a tax preparer will call when the documents are ready for signature and pick-up. 785-239-1040

COVID-19 RESPONSE ENTITLEMENTS

- Government travel card limits have been raised for Soldiers in transit to ensure they have funds available to cover expenses incurred due to possible travel delays connected to **stop movement** directive.
- TLE/TLA should not be used by Soldiers impacted by the **stop movement** directive. Soldiers receiving TLA/TLE should be converted to an "awaiting transportation" status in order to preserve TLA/TLE benefits.

Soldiers may be authorized:

- Per Diem: to cover costs associated with lodging, meals, and incidentals related to PCS while not receiving TLE or TLA.

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- Hardship Duty Pay-Restriction of Movement (HDP-ROM): for Soldiers who incur a lodging cost for CDR-directed quarantine.
- Family Separation Allowance-Temporary (FSA-T): for Soldiers separated from their dependents due to be halted at TDY location.
- Family Separation Allowance-Restricted (FSA-R): when dependents are not authorized to travel with the Soldier.
- Family Separation Housing (FSH): when concurrent travel of dependents is not authorized & dependents do not reside at or near the Soldier's new duty station.
- Isolation Allowance: for Soldiers PCSing from any OCONUS location requiring self-monitoring period if meals and lodging are not provided in kind.
- BAS **may** be authorized for Soldiers during the duration of restricted movement if meals are not provided.

FORT RILEY HOUSING OFFICE

Corvias will only respond to EMERGENCY work orders, you can still submit routine ones for later action. All Corvias community centers and offices are closed, but can be reached by phone. The Corvias self-help store is closed.

Leasing and Relocation Center
785-717-2258
fortriley.relocation@corvias.com

Service Request Line (Staffed locally Monday - Friday, 8:00 am - 5:00 pm.)
844-533-0456

Angela Watson, Operations Director
785-717-2032

Steve Milton, Chief of Government Housing Services
785-239-0678
785-318-0102

DENTAL CLINICS

Due to the recent outbreak of COVID-19, in an effort to prevent the spread of the virus and protect the health and welfare of our beneficiary population, Ft. Riley Dental Clinics are temporarily suspending all routine dental care until further notice. All clinics will continue to see patients for emergency or urgent treatment.

DA CIVILIAN TELEWORK AND LEAVE POLICY

The Federal Government (OMB), U.S. Army (ASA, MR&A) and IMCOM have granted the Garrison Commander additional flexibilities for Department of Army employees: AF and NAF. The guidelines support Senior Leaders' intent to minimize cases of COVID-19, safeguard Soldiers, Family Members, Civilians and Retirees ensuring force health protection and mission readiness. See answers to Frequently Asked Questions at

<https://home.army.mil/riley/index.php/my-fort/all-services/coronavirus-information>

INSTALLATION ACCESS CONTROL POINTS

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Fort Riley is open! We are committed to providing access to military treatment facilities, pharmacies, and the PX and Commissary. However, some precautions are in place to protect the community.

ACP guards will no longer physically take individual ID cards. Drivers will hold them up for the guard to scan. Guards will also ask screening questions to help protect the community. These include if you are returning from leave, if you have traveled to high risk areas, and if you are feeling sick. Non-active duty entrants are not required to answer these questions, however, failure to do so may preclude entry to Fort Riley.

FITNESS CENTERS & MWR FACILITIES

- Fitness Centers: Currently closed to the public until further notice. PT will be conducted outdoors in groups of less than 10 to enable social distancing.
- SpareTime Interactive: Closed until further notice.
- Warrior Zone: Closed until further notice.
- Long Gym Pool: Closed until further notice.
- Museum: closed until further notice.
- Outdoor Recreation Snack Bar: open for carry out only (a/o 19 MAR).

DINING FACILITIES

The dining facilities will be serving food in disposable containers only. Diners may eat inside the DFAC but must maintain six feet of social distancing.

AAFES FACILITIES AND COMMISSARIES

The Post Exchange, Commissary, and Shoppettes have increased cleaning frequency and will remain open. However, food court dining areas are closed until further notice; all purchases are for take-out only. The hand washing stations at the entrances of Exchanged and Commissary are mandatory for admittance.

- AFFES Reel Time Theater: Closed until further notice. The health and safety of both our associates and moviegoers is and will always be our top Exchange Priority. To minimize COVID-19 risk to theater associates and valued moviegoers, the Exchange has elected to follow industry leaders AMC, Cinemark and Regal, and close all CONUS and EUROPE direct operated theaters until further notice.

RELIGIOUS SERVICES

Religious events and worship services have been cancelled at this time, but the Chaplains are available for religious support and counseling. Starting on March 22nd, services will be conducted virtually via the following Facebook pages at normal service times.

- Chapel NeXt (Contemporary Protestant): www.facebook.com/fortrileychapelnxt/
- Main Post (Liturgical Protestant): www.facebook.com/MainPostChapelFortRiley/
- Gospel Service (Non-Denom Protestant): www.facebook.com/MHGSFRKS/
- Roman Catholic Mass: <https://www.facebook.com/Fort-Riley-Religious-Support-2332674223669555/>

VETERINARY SERVICES

The Fort Riley Veterinary Treatment Facility will suspend all routine clinic operations until further notice for personnel safety. Pets have been identified as unable to contract or transmit COVID-19.

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Notify staff as soon as possible if planning to travel with your pets (CONUS/OCONUS/PCS) after the stop movement period. If your pet becomes ill or otherwise needs emergent veterinary assistance, please seek veterinary care at an off-post facility. Please contact the VTF by phone during business hours (0800-1200, 1300-1600) for questions or concerns at 785-239-3886.

TRAINING GUIDANCE

Fort Riley is the home of the Big Red One and a critical component of America's Army and national defense. It is imperative that we maintain the highest levels of readiness, while taking common sense precautions against the spread of COVID-19. Commanders at echelon will continue to train and when allowed deploy and redeploy. We will execute mission readiness exercises on Fort Riley with modifications as necessary to include physical training. Decisions on NTC rotations and other collective training events will be announced at a later date.

Again, the division and garrison staffs will update this document daily and distribute to the chain of command and via social media to help keep our community informed. Please refer to the 1st Infantry Division and Fort Riley Facebook pages for the most up-to-date information. Treat other information as rumor unless confirmed via the chain of command or these official outlets. Contact your chain of command if you have questions or have any concerns.

We will lead our way through this and maintain our readiness to answer the nation's call as those that have gone before us have for 100+ years.

Duty First!!